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INCOMPLETE ENCOUNTER MANAGEMENT

INCOMPLETE ENCOUNTER REPORTS

ALPHA LIST OF INCOMPLETE ENCOUNTERS

The Alpha List of Incomplete Encounters option prints a list of all errors found in the TRANSMITTED OUTPATIENT ENCOUNTER ERROR file (#409.75) at the time the report is generated.

INCOMPLETE ENCOUNTER ERROR REPORT

The Incomplete Encounter Error Report is used to print all inconsistencies and missing data for a selected date range for encounter records which 1) have not been transmitted or 2) have been rejected by the Austin NPCD.

INCOMPLETE ENCOUNTERS BY ERROR CODE

The Incomplete Encounters by Error Code option is used to print the errors in the TRANSMITTED OUTPATIENT ENCOUNTER ERROR CODE file (#409.76).

SUMMARY REPORT - IEMM

This report prints a summary showing total encounters for a date range and the number and percentage of incomplete encounters.

CORRECT INCOMPLETE ENCOUNTERS

This option is used to view and correct incomplete encounters.

RETRANSMIT AMBULATORY CARE DATA BY DATE RANGE

This option is used to mark outpatient encounters within a user-specified date range for retransmission to the NPCDB in Austin.

SELECTIVE RETRANSMISSION OF NPCDB REJECTIONS

This option provides a list of patients who currently have rejections from NPCDB and the ability to selectively choose which encounters should be marked for retransmission.

ACRP REPORTS

CLINIC GROUP MAINTENANCE FOR REPORTS

This option allows for entering, editing, and printing clinic groups and clinic group assignments which are used for reports.

CLINIC UTILIZATION STATISTICAL SUMMARY

This option is used to print clinic utilization statistics for a specified date range.

ENCOUNTER ACTIVITY REPORT

This option produces a report of encounter, visit, and unique patient statistics by selected clinic, provider, or stop code.

ENCOUNTER 'ACTION REQUIRED' REPORT

This option is used to print a report of "action required" encounters in detailed or statistics format for a specified date range.

OUTPATIENT ENCOUNTER WORKLOAD STATISTICS

This option prints outpatient encounter workload statistics based on "parent" encounters in the OUTPATIENT ENCOUNTER file.

PATIENT ACTIVITY BY APPOINTMENT FREQUENCY

This option is used for printing patient appointment activity for a selected date range by selected stop codes, a range of stop codes, or by clinic group.

PATIENT ENCOUNTER LIST

This option is used to print a listing of patient encounters in reverse chronological order for a specified patient.

REVIEW OF SCHEDULING/PCE/PROBLEM LIST DATA

This option is used to print a report of Scheduling, Patient Care Encounter, Visit Tracking, and Problem List data for a selected patient and encounter date.

TREND OF FACILITY UNIQUES BY 12 MONTH DATE RANGES

This option is used for trending facility outpatient uniques by overlapping 12 month date ranges for the past 5 years.

Error Listing

Introduction

This option generates the Transmitted Outpatient Encounter Error List which contains a listing of the errors reported by the National Patient Care Database (NPCDB) for a user-specified date range. The error code description describes why the encounter data could not be filed in the NPCDB.

If you select the default of first at the "Start with date..." prompt, the report will automatically print to the last date.

Information provided may include patient name, encounter date, hospital location, error code, error code description, and date/time of transmission to NPCDB.

Example

NPCDB Data Error Report.

This report requires 132 columns.

START WITH DATE/TIME OF X-MIT TO NPCDB: FIRST// <RET>

DEVICE: A700 RIGHT MARGIN: 80// 132

DO YOU WANT YOUR OUTPUT QUEUED? NO// <RET> (NO)

TRANSMITTED OUTPATIENT ENCOUNTER ERROR LIST				JUN 21,1996 17:20	PAGE 1
DATE/TIME OF X-MIT	TO NPCDB	PATIENT	ENCOUNTER DATE	HOSPITAL	LOCATION
ERROR CODE	ERROR CODE	DESCRIPTION			
JUN 21,1996 08:27:	A00	SMITH,PAUL	MAY 08, 1996 09:00	ENDOCRINOLOGY	
		Invalid Stop Code.			
JUN 21,1996 08:27:	500	JONES,MATTHEW	MAY 09, 1996 14:00	GENERAL MEDICINE	
		Invalid Diagnosis Code.			
JUN 21,1996 08:27:	620	BURKE,KYLE	MAY 06, 1996 08:00	ORTHO	
		Needs one Procedure Practitioner code or is invalid.			
JUN 21,1996 08:27:	605	SCOTT,MICHAEL	MAY 08, 1996 09:00	ORTHO	
		Invalid Procedure Code.			
JUN 21,1996 08:28:	805	O'KEEFE,DAN	JUN 19, 1996 09:00	GENERAL MEDICINE	
		Number of Dependents is not '00'-'99' or 'XX'.			
AUG 14, 1996 10:07	902	MORGAN,JENNIFER	AUG 08, 1996 10:00	GENERAL MEDICINE	
		Outpatient Classification Type inconsistent with Veteran.			

ACRP Reports Menu

Clinic Group Maintenance for Reports

Introduction

This option allows for entering, editing, and printing clinic groups and clinic group assignments which are used by various reports in the ACRP Reports Menu.

Clinic group functionality provides a more facility-flexible manner of grouping clinics than the traditional division, service, name, and clinic stop code categories. Assigning clinics to clinic groups allows users to organize data by group or limit output to a specific group.

Clinic groups for reports can be thought of as somewhat synonymous with primary care teams but are broader in function. They can be used to group clinics by service provided, physical location, etc. An example of this would be the definition of a "MHC" clinic group that would allow the Mental Health Center staff to obtain a report of 'action required' encounters for Mental Health Clinics only.

The following actions are available.

Edit Clinic Groups	Allows editing of existing clinic group or addition of new clinic group
Print Clinic Groups	Provides a list of clinic groups, in alphabetical order, at date/time printed
Edit Clinic Group Assignments	Allows editing of clinic group assignments either for a selected clinic or a range of clinics
Print Clinic Group Assignments	Provides a list of clinic group assignments either alphabetically by clinic name or by clinic group. Those clinics not assigned to a clinic group are also included.

This option is locked with the SD SUPERVISOR security key.

ACRP Reports Menu

Clinic Group Maintenance for Reports

Example

Select one of the following:

EG	EDIT CLINIC GROUPS
PG	PRINT CLINIC GROUPS
EA	EDIT CLINIC GROUP ASSIGNMENTS
PA	PRINT CLINIC GROUP ASSIGNMENTS

Select clinic group maintenance action: **EA** EDIT CLINIC GROUP ASSIGNMENTS

Select one of the following:

S	SELECTED CLINIC
L	LOOP THROUGH CLINICS

Edit by: **LOOP THROUGH CLINICS**

Select clinic to begin with: **DERMATOLOGY**

Clinic: DERMATOLOGY
CLINIC GROUP (REPORTS): BLUE TEAM// **<RET>**

Clinic: ENDOCRINOLOGY
CLINIC GROUP (REPORTS): BLUE TEAM// **<RET>**

Clinic: ENT
CLINIC GROUP (REPORTS): BLUE TEAM// **RED TEAM**

Clinic: GI
CLINIC GROUP (REPORTS): BLUE TEAM// **^**

End of loop.

Select one of the following:

EG	EDIT CLINIC GROUPS
PG	PRINT CLINIC GROUPS
EA	EDIT CLINIC GROUP ASSIGNMENTS
PA	PRINT CLINIC GROUP ASSIGNMENTS

Select clinic group maintenance action: **<RET>**

ACRP Reports Menu

Clinic Utilization Statistical Summary

Introduction

This option is used to print clinic utilization statistics for a specified date range for one/many/all divisions. Statistics may be printed for all clinics, selected clinics, a range of clinics, a range of stop codes, or by a single clinic group.

It is intended to provide an indication of utilization by considering a clinic's unused (or perhaps, overused) scheduling capacity. It includes a percentage of scheduling utilization (scheduled slots vs. total slots), and a percentage of actual utilization (scheduled slots less no-shows vs. total slots).

The accuracy of utilization as reflected by this report is dependent on the accuracy of the clinic profiles for the clinics being examined. That is, if a clinic profile has many more slots defined than the provider could possibly see, it will appear as though the clinic has poor utilization even though the provider may be very busy.

Data elements produced on the report will include the number of scheduled appointments, no shows, overbooks, open slots, adjusted availability, clinic capacity, scheduling utilization percentage, and actual utilization percentage for each selected clinic/stop code/clinic group. A note is provided at the bottom of each page explaining how some of the data elements on the report are derived.

When any of the clinic selection criteria is used, the output may be divided into two sections, the Clinic Summary and the Provider Summary. The Provider Summary is based on the default providers defined for those clinics which appear in the Clinic Summary. This may not necessarily be the provider that actually provided treatment to the patient.

A provider may have several clinics which appear in the Clinic Summary. In the Provider Summary, the statistics from a provider's multiple clinics are combined into a single line item. Clinics that do not have a default provider defined are not reflected in the Provider Summary.

ACRP Reports Menu

Clinic Utilization Statistical Summary

Example

Division prompts will only appear at multi-divisional facilities.

For Medical Center division: ALL// **ALBANY** 500

Select another division: **<RET>**

*** DATE RANGE SELECTION ***

Beginning date: **9 1 97** (SEP 01, 1997)

Ending date: **12 1 97** (DEC 01, 1997)

Select one of the following:

AC	ALL CLINICS
SC	SELECTED CLINICS
RC	RANGE OF CLINICS
RS	RANGE OF STOP CODES
CG	CLINIC GROUP

Enter response: **SC** SELECTED CLINICS

Select HOSPITAL LOCATION NAME: **AUDIOLOGY**

Select HOSPITAL LOCATION NAME: **CT SCAN**

Select HOSPITAL LOCATION NAME: **<RET>**

This report requires 132 column output.

DEVICE: HOME// **A100** RIGHT MARGIN: 132// **<RET>**

DO YOU WANT YOUR OUTPUT QUEUED? NO// **Y** (YES)

Requested Start Time: NOW// **<RET>** (JAN 13,1998@09:22)

ACRP Reports Menu

Clinic Utilization Statistical Summary

Example

<*> CLINIC UTILIZATION STATISTICAL SUMMARY <*> FOR SELECTED CLINICS MEDICAL CENTER DIVISION: ALBANY								
For date range: SEP 1,1997 to DEC 1,1997								
Date printed: JAN 13,1998@10:30							Page: 1	
SCHEDULED APPTS.	NO SHOWS	OVER BOOKS	OPEN SLOTS	ADJUSTED AVAIL.	CLINIC CAPACITY	PERCENT SCHEDULING UTILIZATION	PERCENT ACTUAL UTILIZATION	
* CLINIC SUMMARY *								
AUDIOLOGY	30	0	0	1392	1392	1422	2.11%	2.11%
CT SCAN	2	0	0	470	470	472	0.42%	0.42%
* CLINIC TOTALS *	32	0	0	1862	1862	1894	1.69%	1.69%

NOTE: Scheduled appointment totals include no-shows and overbooks. Adjusted availability equals open slots minus overbooks. Clinic capacity equals scheduled appointments minus overbooks plus open slots. Percent scheduling utilization equals scheduled appointments (times 100) divided by clinic capacity. Percent actual utilization equals scheduled appointments minus overbooks (times 100) divided by clinic capacity. The flag, "(No ava. found)" may indicate the clinic is not currently in use; but does not mean it is unavailable for scheduling.

ACRP Reports Menu

Encounter Activity Report

Introduction

This option provides a report of encounter, visit, and unique patient statistics within a specified date range by one of three selected perspectives: clinic, provider, or stop code. It can be produced in summary or detailed format.

In the summary format, counts of encounters, visits, and uniques are displayed for each of the items in the selected perspective, as well as a report total for the three workload elements. The output can be produced alphabetically or by frequency of encounters, visits, or uniques.

Detail format allows selection of specific clinics, providers, or stop codes. For each of the items selected, it will produce frequency ranked lists of diagnoses and procedures recorded, in addition to counts of encounters, visits, and uniques.

Two examples of the output are provided in the Example section of this option documentation - summary format and detail format.

Example

Division prompts will only appear at multi-divisional facilities.

For Medical Center Division: ALL// **ALBANY** 500

Select another division: **<RET>**

*** DATE RANGE SELECTION ***

Beginning date: FIRST// **9 1 97** (SEP 01, 1997)

Ending date: LAST// **12 1 97** (DEC 01, 1997)

Select one of the following:

C	CLINIC
P	PROVIDER
S	STOP CODE

Select category for report output: **PROVIDER**

ACRP Reports Menu

Encounter Activity Report

Example

Choose as many of the following statuses
as you wish to include in the report:

CHECKED IN
CHECKED OUT
NO ACTION TAKEN
INPATIENT APPOINTMENT
NON-COUNT
ACTION REQUIRED

Select encounter status: CHECKED OUT// <RET>

Select encounter status: <RET>

Select one of the following:

D DETAILED
S SUMMARY

Select report format: **SUMMARY**

Select one of the following:

A ALPHABETIC
E ENCOUNTER TOTALS
V VISIT TOTALS
U UNIQUE TOTALS

Select report order: **ALPHABETIC**

You have selected the following report parameters:

Medical Center Division: ALBANY
Activity date range: SEP 1,1997 to DEC 1,1997
Report category: PROVIDER perspective
Output format: SUMMARY
Collation order: ALPHABETIC
Encounter status: CHECKED OUT

OK? YES// <RET>

DEVICE: HOME// **A100** RIGHT MARGIN: 132// <RET>

DO YOU WANT YOUR OUTPUT QUEUED? NO// **Y** (YES)

Requested Start Time: NOW// <RET> (JAN 14,1998@07:22)

ACRP Reports Menu

Encounter Activity Report

Example (Summary output format)

```

-----
                <*>  ENCOUNTER ACTIVITY REPORT  <*>
-----
      Medical Center Division: ALBANY
      Activity date range: SEP 1,1997 to DEC 1,1997
      Report category: PROVIDER perspective
      Output format: SUMMARY
      Collation order: ALPHABETIC
      Encounter status: CHECKED OUT
-----
Date printed: JAN 14,1998@08:10                                Page: 1
-----

Provider                Encounters        Visits        Uniques
-----
ADAMS,CYNTHIA           1             1             1
DEFIS,ELIZABETH         2             2             1
KAPPEL,DENNIS           2             2             2
KILMIRE,MIKE            6             5             2
KOPEL,STEPHEN C         62            34            18
STEINER,ALAN            2             2             2
WHELTER,ROBERT          3             1             1
WILSON,PHYLLIS L        15            11             6

=====
REPORT TOTAL:           87             50             25

```

ACRP Reports Menu

Encounter Activity Report

Example (Detail output format for provider Stephen Kopel)

<*> ENCOUNTER ACTIVITY REPORT <*>			
Medical Center Division: ALBANY Activity date range: SEP 1,1997 to DEC 1,1997 Report category: PROVIDER perspective Output format: DETAIL Encounter status: CHECKED OUT			
Date printed: JAN 14,1998@08:15		Page: 1	
Provider	Encounters	Visits	Uniques
-----	-----	-----	-----
KOPEL,STEPHEN C	62	34	18
Diagnosis	Primary	Secondary	Total
-----	-----	-----	-----
911.0 ABRASION TRUNK	52	3	55
311. DEPRESSIVE DISORDER NEC	2	2	4
312.01 UNSOCIAL AGGRESSION-MILD	3	0	3
342.01 FLAC HEMIPLEG & HEMIPAR, DOM.	1	1	2
221.8 BEN NEO FEM GENITAL NEC	0	1	1
250.01 DIABETES MELLI W/O COMP TYP I	1	0	1
320.3 STAPHYLOCOCC MENINGITIS	0	1	1
330.8 CEREB DEGEN IN CHILD NEC	0	1	1
440.8 ATHEROSCLEROSIS NEC	0	1	1
741.01 SPIN BIF W HYDRCEPH-CERV	1	0	1
912.1 ABRASION SHLDR/ARM-INFEC	0	1	1
440.22 ATHERO, NAT ART OF EXTR W/PAIN	1	0	1
=====	=====	=====	=====
TOTAL:	61	11	72
Procedures	Total		
-----	-----		
99213 OFFICE/OUTPATIENT VISIT, EST	12		
99201 OFFICE/OUTPATIENT VISIT, NEW	11		
20000 INCISION OF ABSCESS	7		
99218 OBSERVATION CARE	4		
20005 INCISION OF DEEP ABSCESS	3		
33015 INCISION OF HEART SAC	3		
30000 DRAINAGE OF NOSE LESION	2		
11200 REMOVAL OF SKIN TAGS	1		
43243 UPPER GI ENDOSCOPY & INJECT.	1		
44020 EXPLORATION OF SMALL BOWEL	1		
90701 DTP IMMUNIZATION	1		
=====	=====		
TOTAL:	46		

ACRP Reports Menu

Encounter 'Action Required' Report

Introduction

This option is used to print a report of 'action required' encounters in detailed or statistics only format for a specified date range. It is intended as a replacement for the 'action required' output from the Appointment Management report.

You may print the data for all clinics, selected clinics, a range of clinics, all clinic groups, or an individual clinic group. The report requires 132 column output.

The detailed format allows the following print order selection within clinics: alphabetic, date/time, or terminal digit. The user can select continuous output (without pagination by clinic) or output that produces a separate page for every clinic. This format includes both detailed lists and a statistical summary.

The detailed lists are organized by clinic and include patient name, SSN, date/time of encounter and type (scheduled appointment, add/edit, disposition, etc.). It also reflects the check-in and check-out user (if defined) and attempts to list all of the data elements that are required for transmission to the National Patient Care Database (NPCDB).

The statistics only format (and the statistics portion of the detailed format) provides counts of deficiencies by reason and by clinic location. Counts by deficiency reason are likely to be greater than counts by location since a single encounter may have more than one deficiency reason. These statistics will be organized and subtotaled by clinic group if output by clinic group is selected.

ACRP Reports Menu Encounter 'Action Required' Report

Example

Division prompts will only appear at multi-divisional facilities.

For Medical Center Division: ALL// **ALBANY** 500

Select another division: **<RET>**

Select one of the following:

D	DETAILED REPORT
S	STATISTICS ONLY

Select report type: DETAILED REPORT// **STATISTICS ONLY**

**** Date Range Selection ****

Beginning date: **9 1 97** (SEP 01, 1997)

Ending date: **12 1 97** (DEC 01, 1997)

Select one of the following:

AC	ALL CLINICS
SC	SELECTED CLINICS
RC	RANGE OF CLINICS
AG	ALL CLINIC GROUPS
SG	SELECTED CLINIC GROUP

Select report format: **AG** ALL CLINIC GROUPS

This report requires 132 column output.

DEVICE: HOME// **A100** RIGHT MARGIN: 132// **<RET>**

DO YOU WANT YOUR OUTPUT QUEUED? NO// **Y** (YES)

Requested Start Time: NOW// **<RET>** (JAN 15,1998@07:22)

ACRP Reports Menu

Encounter 'Action Required' Report

Example

```
-----
<*>  ENCOUNTER 'ACTION REQUIRED' STATISTICS  <*>
      For all clinic groups
      Medical Center Division: ALBANY
-----
For date range: SEP 1,1997 to DEC 1,1997
Date printed: JAN 15,1998@07:40                               Page: 1
-----

      Clinic group: AQUA TEAM

Reason:
City is missing or invalid.                                     9
Diagnosis code (ICD-9) is missing or invalid                   9
Diagnosis Priority is invalid or more than one is ma           10
CPT procedure code is missing or invalid.                       8
Provider/Practitioner Type code is missing or invali          8
Encounter Eligibility code missing or invalid                   1
Eligibility Code Inactive                                       1
Invalid means test indicator                                    1
Missing or invalid Period of Service                             1
Period of Service is inactive.                                   1

Clinic:
GENERAL MEDICINE                                               10

      Total for clinic group AQUA TEAM: 10
-----

      Clinic group: BLUE TEAM

Reason:
Diagnosis code (ICD-9) is missing or invalid                   3
Diagnosis Priority is invalid or more than one is ma           3
CPT procedure code is missing or invalid.                       3
Provider/Practitioner Type code is missing or invali          3
Agent Orange classification required                             1
Service Connected classification required                        1

Clinic:
CARDIOLOGY                                                       3

      Total for clinic group BLUE TEAM: 3
-----
```

ACRP Reports Menu

Encounter 'Action Required' Report

Example

```

-----
<*>  ENCOUNTER 'ACTION REQUIRED' STATISTICS  <*>
      For all clinic groups
      Medical Center Division: ALBANY
-----
For date range: SEP 1,1997 to DEC 1,1997
Date printed:  JAN 15,1998@07:40                               Page:  2
-----

      Clinic group: RED TEAM

Reason:
Address line 1 is invalid.                                     1
City is missing or invalid.                                   1
State code is missing or invalid.                             1
Zip code is missing or invalid.                               1
County code is invalid.                                       1
Diagnosis code (ICD-9) is missing or invalid                  1
Diagnosis Priority is invalid or more than one is ma          1
CPT procedure code is missing or invalid.                     2
Provider/Practitioner Type code is missing or invali         2
Encounter Eligibility code missing or invalid                 1
Eligibility Code Inactive                                     1
Invalid means test indicator                                  2
Missing or invalid Period of Service                           1
Period of Service is inactive.                                 1
Service Connected classification required                      1

Clinic:
DERMATOLOGY                                                    1
UROLOGY                                                         2

      Total for clinic group RED TEAM:  3
-----

FACILITY 'ACTION REQUIRED' ENCOUNTERS IDENTIFIED: 16

```

ACRP Reports Menu

Outpatient Encounter Workload Statistics

Introduction

This option provides a comprehensive accounting of outpatient encounter workload broken out by type and status for a specified date range. It provides statistics of encounters, visits, and uniques for a facility and by division (if multidivisional). Users may optionally obtain a breakout of statistics by clinic group; detailed lists of encounters, visits, or uniques for a division; or a list of 'action required'/not accepted unique patients.

This report is based on counts of "parent" encounters in the OUTPATIENT ENCOUNTER file. The entry of encounter data normally results in the creation of multiple records in the OUTPATIENT ENCOUNTER file, representing the primary stop code, the credit stop code (if any), and the addition of procedure codes. A checked-out encounter will normally consist of 2-3 records in the OUTPATIENT ENCOUNTER file.

A patient encounter will consist of a single "parent" encounter (the primary stop code record). As such, a count of "parent" encounters is an accurate reflection of patient encounter workload. Conceptually, an "encounter" consists of all of the related data stored in the OUTPATIENT ENCOUNTER, VISIT and PCE "V" files.

In the FileMan sense, the term "parent" used here refers to records where the PARENT ENCOUNTER field is null. "Child" encounters are outpatient encounter records that contain a pointer in this field to another outpatient encounter record.

Facility workload, via transmission to the National Patient Care Database (NPCDB), is derived from "parent" encounters that have a status of *checked out* and have been referred to the transmission process. Information contained in "child" encounters is not referred directly to the transmission process, but rather, gathered with the "parent" encounter when the "parent" encounter is transmitted.

ACRP Reports Menu

Outpatient Encounter Workload Statistics

Introduction

The **Outpatient Encounter Workload Section** of the report is a count of "parent" outpatient encounters by status values that are considered to be "for credit". These statuses include *checked in*, *checked out*, *no action taken*, *future*, and *action required*. Only statuses found in the database for the date range are reflected on the report.

Within the *checked out* category of the Outpatient Encounter Workload section, encounters are further subcategorized by transmission status. Only subcategories that are found will appear on the report. These subcategories include the following.

No transmission record - "Parent" encounters that are checked out but have not been referred to the transmission process (which should have happened when the record was checked out).

Rejected for transmission - Encounters which have failed to pass the checks for data elements required for transmission of workload to Austin.

Not required, not transmitted - Encounters that have been referred to the transmission process (they have a record in the TRANSMITTED OUTPATIENT ENCOUNTER file) but are not flagged to be transmitted, nor have they been transmitted.

Awaiting transmission - Records that have been referred to the transmission process since the last nightly transmission. They will be sent in the next nightly transmission if they pass the pre-transmission screening requirements.

Transmitted, no acknowledgement - Encounters that have been referred to HL7 for transmission to Austin. If there were no problems with HL7, they have been sent to Austin. The number in this category should roughly match the average number of encounters produced by a facility on any given work day. If these numbers are substantially greater than the facility's average daily workload, it may indicate a problem with HL7 has caused a failure to transmit data to Austin; or it may indicate a problem with the incoming filer that processes the acknowledgment messages returning from Austin.

ACRP Reports Menu

Outpatient Encounter Workload Statistics

Introduction

Transmitted, rejected - Encounters that have been sent to Austin but have failed the requirements for filing into NPCDB.

Transmitted, error - One of the possible Austin acknowledgement statuses (not currently in use).

Transmitted, accepted - Encounters that have been sent to Austin, processed, and an acknowledgment message indicating acceptance has been returned to the facility. This indicates the encounter has been recorded in NPCDB for national facility workload credit.

Only encounters in the Outpatient Encounter Workload section (encounters with "for credit" statuses) are used to calculate visits and uniques as reflected in the Facility Outpatient Visits and Facility Outpatient Uniques sections of this report.

The **Non-Workload Section** of the report is a count of "parent" encounters by statuses that are not given outpatient workload credit (nationally). These include *deleted*, *non-count*, *inpatient appointment*, *no-show*, and *cancelled* statuses. Only statuses that are found will appear on the report.

The **Facility Outpatient Visits Section** of the report is a count of one per patient per day (regardless of the number of encounters a patient may have had on a given day). For multi-divisional sites, the station totals are not the sum of all divisions. If a patient was seen at more than one division on a single day, they reflect as a visit to each division; however, they are still just a single visit for the facility on that date (as calculated by this report).

A patient visit will accrue to only one of the subcategories in this section. If a patient had multiple encounters on a single day and as few as one of those encounters has a "transmitted, accepted" status, the patient's visit will accrue in the "Transmitted, accepted visits" subcategory. If none of the patient's encounters on that date have a "transmitted, accepted" status, the visit will accrue to the "Act. Req./not accepted" subcategory.

ACRP Reports Menu

Outpatient Encounter Workload Statistics

Introduction

The **Facility Outpatient Uniques Section** of the report is a count of one per patient for the entire date range (regardless of the number of visits a patient had). For multi-divisional sites, the station totals are not a sum of all of the divisions. If a patient was seen at more than one division during the date range, they reflect as a unique patient for each division; however, they are still counted as a single unique for the facility (as calculated by this report).

The unique patient will accrue to only one of the subcategories in this section. If the patient had multiple visits during the date range and as few as one of those visits had an encounter with a "transmitted, accepted" status, the unique will accrue to the "Transmitted, accepted unique pts." subcategory. If none of the patient's visits had any encounters with a "transmitted, accepted" status, the unique will accrue to the "Act. Req./not accepted unique pts." subcategory.

Example

*** DATE RANGE SELECTION ***

Beginning date: FIRST// 9 1 97 (SEP 01, 1997)

Ending date: LAST// 12 1 97 (DEC 01, 1997)

Break out workload by clinic group? NO// <RET>

Would you like to print a detailed list of activity for a division? NO// <RET>

List facility 'action required'/not accepted unique patients? NO// <RET>

DEVICE: HOME// A100 RIGHT MARGIN: 132// <RET>

DO YOU WANT YOUR OUTPUT QUEUED? NO// Y (YES)

Requested Start Time: NOW// <RET> (JAN 14,1998@09:22)

ACRP Reports Menu

Outpatient Encounter Workload Statistics

Example

```

-----
          <*>  OUTPATIENT ENCOUNTER WORKLOAD STATISTICS  <*>
                    For station: ALBANY
-----
For encounter dates SEP 1,1997 to DEC 1,1997
Date printed: JAN 14,1998@10:17
Page: 1
-----

```

```

O U T P A T I E N T   E N C O U N T E R   W O R K L O A D
-----

```

Status	Count	Percent
ACTION REQUIRED	19	12.03
CHECKED OUT		
No transmission record	10	6.33
Not required, not transmitted	38	24.05
Rejected for transmission	28	17.72
Awaiting transmission	25	15.82
Transmitted, no acknowledgment	38	24.05
	=====	=====
TOTAL:	158	100.00

```

N O N - W O R K L O A D
-----

```

Status	Count	Percent
INPATIENT APPOINTMENT	47	92.16
NON-COUNT	4	7.84
	=====	=====
TOTAL:	51	100.00

```

F A C I L I T Y   O U T P A T I E N T   V I S I T S
-----

```

Status	Count	Percent
Act. Req./not accepted visits	100	100.00
Transmitted, accepted visits	0	0.00
	=====	=====
TOTAL:	100	100.00

```

F A C I L I T Y   O U T P A T I E N T   U N I Q U E S
-----

```

Status	Count	Percent
Act. Req./not accepted unique pts.	40	100.00
Transmitted, accepted unique pts.	0	0.00
	=====	=====
TOTAL:	40	100.00

ACRP Reports Menu

Outpatient Encounter Workload Statistics

Example

```

-----
<*>  OUTPATIENT ENCOUNTER WORKLOAD STATISTICS  <*>
      For division: ALBANY
-----
For encounter dates SEP 1,1997 to DEC 1,1997
Date printed: JAN 14,1998@10:17
Page: 2
-----

```

OUTPATIENT ENCOUNTER WORKLOAD

Status	Count	Percent
ACTION REQUIRED	15	14.71
CHECKED OUT		
No transmission record	3	2.94
Not required, not transmitted	32	31.37
Rejected for transmission	20	19.61
Awaiting transmission	2	1.96
Transmitted, no acknowledgment	30	29.41
=====	=====	=====
TOTAL:	102	100.00

NON - WORKLOAD

Status	Count	Percent
INPATIENT APPOINTMENT	29	100.00
=====	=====	=====
TOTAL:	29	100.00

DIVISION OUTPATIENT VISITS

Status	Count	Percent
Act. Req./not accepted visits	54	100.00
Transmitted, accepted visits	0	0.00
=====	=====	=====
TOTAL:	54	100.00

DIVISION OUTPATIENT UNIQUES

Status	Count	Percent
Act. Req./not accepted unique pts.	27	100.00
Transmitted, accepted unique pts.	0	0.00
=====	=====	=====
TOTAL:	27	100.00

Section 1 - Ambulatory Care Reporting Menu

ACRP Reports Menu Outpatient Encounter Workload Statistics

Example

```
-----
<*>  OUTPATIENT ENCOUNTER WORKLOAD STATISTICS  <*>
      For division: TROY
-----
For encounter dates SEP 1,1997 to DEC 1,1997
Date printed: JAN 14,1998@10:17                               Page: 3
-----
```

OUTPATIENT ENCOUNTER WORKLOAD

Status	Count	Percent
ACTION REQUIRED	4	7.14
CHECKED OUT		
No transmission record	7	12.50
Not required, not transmitted	6	10.71
Rejected for transmission	8	14.29
Awaiting transmission	23	41.07
Transmitted, no acknowledgment	8	14.29
=====	=====	=====
TOTAL:	56	100.00

NON - WORKLOAD

Status	Count	Percent
INPATIENT APPOINTMENT	18	81.82
NON-COUNT	4	18.18
=====	=====	=====
TOTAL:	22	100.00

DIVISION OUTPATIENT VISITS

Status	Count	Percent
Act. Req./not accepted visits	47	100.00
Transmitted, accepted visits	0	0.00
=====	=====	=====
TOTAL:	47	100.00

DIVISION OUTPATIENT UNIQUES

Status	Count	Percent
Act. Req./not accepted unique pts.	18	100.00
Transmitted, accepted unique pts.	0	0.00
=====	=====	=====
TOTAL:	18	100.00

ACRP Reports Menu

Patient Activity by Appointment Frequency

Introduction

This option is used for printing patient appointment activity for a selected date range for one/many/all divisions. You may choose to print by selected stop codes, a range of stop codes, or by clinic group. You may then specify the output order as alphabetic or by visit frequency.

Output from this report will include counts by clinic and stop code for each appointment that is within the parameters specified by the user. A list of future appointments is also provided for each patient identified. This report can be used by clinical staff to identify patients that are using an excessive amount of resources and assist them in consolidating and managing future care in a more cost effective manner.

Example

Division prompts will only appear at multi-divisional facilities.

For Medical Center Division: ALL// **ALBANY** 500

Select another division: **<RET>**

*** DATE RANGE SELECTION ***

Beginning date: **1 1 97** (JAN 01, 1997)

Ending date: **12 31 97** (DEC 31, 1997)

Minimum appointment frequency: (1-999): **2**

Select one of the following:

R	RANGE OF STOP CODES
S	SELECTED STOP CODES
C	CLINIC GROUP

Limit clinics by: **CLINIC GROUP**

Select CLINIC GROUP NAME: **BLUE TEAM**

ACRP Reports Menu

Patient Activity by Appointment Frequency

Example

Select one of the following:

A	ALPHABETIC
V	VISIT FREQUENCY

Specify output order: **ALPHABETIC**

This report requires 132 column output.

DEVICE: HOME// **A100** RIGHT MARGIN: 132// **<RET>**
DO YOU WANT YOUR OUTPUT QUEUED? NO// **Y** (YES)

Requested Start Time: NOW// **<RET>** (JAN 14,1998@13:22)

```
-----
<*>  PATIENT ACTIVITY BY APPOINTMENT FREQUENCY  <*>
      IN CLINIC GROUP: BLUE TEAM
FOR PATIENTS WITH AT LEAST 2 APPOINTMENTS TO THESE CLINICS
      Medical Center Division: ALBANY
-----
```

For date range: JAN 1,1997 to DEC 31,1997
Date printed: JAN 14,1998@13:38

Page: 1

```
-----
Number of appts.: 3      Patient: DERDEN,TIM A      SSN: 034-55-1017
                        3 appointments to CARDIOLOGY (303)
                        3  CARDIOLOGY appointments
```

```
Number of appts.: 5      Patient: HALBACH,MARY      SSN: 234-44-5454
                        5 appointments to CARDIOLOGY (303)
                        5  CARDIOLOGY appointments
```

```
Number of appts.: 8      Patient: RUCKUS III,JOHN W.      SSN: 123-45-6799
                        8 appointments to CARDIOLOGY (303)
                        8  CARDIOLOGY appointments
```

```
Number of appts.: 2      Patient: SMITH,MARK E JR      SSN: 407-12-2354
                        2 appointments to CARDIOLOGY (303)
                        2  CARDIOLOGY appointments
```


ACRP Reports Menu

Patient Encounter List

Introduction

This option is used to print a listing of patient encounters in reverse chronological order for a specified patient and date range. Data items include date/time of encounter, encounter location, encounter number, encounter type, and transmission status.

It is formatted for printer output or convenient CRT display and provides a quick way to review all encounters entered for a patient during the date range specified. This can be useful for performing data validation and verifying the current completion or transmission status of an individual encounter.

Example

```
Select PATIENT NAME:  URBAN,JOE   09-12-34   407091234   YES   NSC VETERAN

*** DATE RANGE SELECTION ***

Beginning date:  FIRST//  9 1 97   (SEP 01, 1997)   SEP 1,1997

Ending date:  LAST//  t   (JAN 16, 1998)   JAN 16,1998

DEVICE: HOME//  A100           RIGHT MARGIN: 132//  <RET>
DO YOU WANT YOUR OUTPUT QUEUED? NO//  Y   (YES)

Requested Start Time: NOW//  <RET>   (JAN 16,1998@09:22)

Select PATIENT NAME:  <RET>
```

ACRP Reports Menu

Patient Encounter List

Example

```
=====
                        <*>  PATIENT ENCOUNTER LIST  <*>
=====
Date range: SEP 1,1997 to JAN 16,1998
Patient:  URBAN,JOE                      SSN: 407091234                      Page: 1
=====
DEC  4,1997@08:00          CARDIOLOGY
    #5206      Appointment          CHECKED OUT - Rejected for transmission
-----
DEC  4,1997@08:00          CARDIOLOGY
    #5207      Stop Code Addition    CHECKED OUT - Child of enc. #5206
-----
OCT  24,1997@11:00        DERMATOLOGY
    #5082      Appointment          CHECKED OUT - Rejected for transmission
-----
OCT  24,1997@11:00        DERMATOLOGY
    #5083      Stop Code Addition    CHECKED OUT - Child of enc. #5082
-----
OCT  20,1997@10:30        GEN MEDICAL
    #5074      Appointment          CHECKED OUT - Rejected for transmission
-----
OCT  10,1997@08:30        AUDIOLOGY
    #5075      Appointment          ACTION REQUIRED
-----
SEP  14,1997@12:00        CARDIOLOGY
    #5069      Appointment          ACTION REQUIRED
-----
```

ACRP Reports Menu

Review of Scheduling/PCE/Problem List Data

Introduction

This option is used to print information obtained from the Scheduling, Outpatient Encounter, Visit Tracking, and Patient Problem List databases. It provides a method of reviewing all data elements filed in conjunction with encounter data entry.

The report is run for a selected patient and encounter date. Two different report formats are available - short or long. The short format of the report does not include the Visit Tracking and Patient Problem List portions of the output.

This output is intended to provide comprehensive output of all encounter data filed for a patient activity date. Due to the nature of the databases involved, the data returned is lengthy and in some respects redundant. It is not designed for routine use but is a valuable tool for performing critical single-patient encounter data entry validation, and for examining database relationships when examples of problem encounters that cannot be processed normally are identified.

Example

```
Select PATIENT NAME:  URBAN,JOE   09-12-34   407091234   YES   NSC VETERAN
Encounter date:  12 04 97   (DEC 04, 1997)
```

```
Select one of the following:
```

```
      S      SHORT
      L      LONG
```

```
Select report format: LONG//  <RET>
```

```
DEVICE: HOME//  A100      RIGHT MARGIN: 132//  <RET>
```

```
DO YOU WANT YOUR OUTPUT QUEUED? NO//  Y   (YES)
```

```
Requested Start Time: NOW//  <RET>   (JAN 16,1998@09:00)
```

```
Select PATIENT NAME:  <RET>
```

ACRP Reports Menu

Review of Scheduling/PCE/Problem List Data

Example

```
REVIEW OF SCHEDULING/PCE/PROBLEM LIST DATA
Patient: URBAN,JOE                      SSN: 407-09-1234
Encounter date: DEC 4,1997
Date printed: JAN 16,1998@09:01                      PAGE: 1
-----

----- *** SCHEDULING DATABASE *** -----
==> REGISTRATION/DISPOSITION DATA -- No disposition information found.
==> APPOINTMENT DATA --
PATIENT file info:

APPOINTMENT DATE/TIME: DEC 04, 1997@08:00
CLINIC: CARDIOLOGY                      PURPOSE OF VISIT: SCHEDULED VISIT
  APPOINTMENT TYPE: REGULAR              OUTPATIENT ENCOUNTER: DEC 04, 1997@08:00
  APPOINTMENT TYPE SUB-CATEGORY: CHAMPUS

HOSPITAL LOCATION file info:

PATIENT: URBAN,JOE                      LENGTH OF APP'T: 15
  DATA ENTRY CLERK: MORASKY,JOSEPH L.  DATE APPOINTMENT MADE: DEC 11, 1997
  ELIGIBILITY OF VISIT: 0                CHECKED OUT: DEC 11, 1997@10:28
  CHECK OUT USER: WILLIAMS,MARY         CHECK OUT ENTERED: DEC 11, 1997@10:29:24

==> SCHEDULING VISIT DATA --
SCHEDULING VISIT file info:

DATE/TIME: DEC 04, 1997@08:00          PATIENT: URBAN,JOE
  DIVISION: ALBANY
CLINIC STOP CODE: SPECIAL SERVICES     EDITED LAST BY: WILLIAMS,MARY
  ASSOCIATED CLINIC: MEDICAL            ELIGIBILITY FOR VISIT: 0
  APPOINTMENT TYPE: REGULAR             OUTPATIENT ENCOUNTER: DEC 04, 1997@08:00
  PROCEDURE 1: 20000
```

ACRP Reports Menu

Review of Scheduling/PCE/Problem List Data

Example

REVIEW OF SCHEDULING/PCE/PROBLEM LIST DATA
 Patient: URBAN,JOE SSN: 407-09-1234
 Encounter date: DEC 4,1997
 Date printed: JAN 16,1998@09:01 PAGE: 2

----- *** OUTPATIENT ENCOUNTER DATABASE *** -----
 ==> OUTPATIENT ENCOUNTER DATA --
 OUTPATIENT ENCOUNTER file "parent" record #5206:

DATE: DEC 04, 1997@08:00 PATIENT: URBAN,JOE
 CLINIC STOP CODE: GENERAL INTERNAL MEDICINE
 LOCATION: CARDIOLOGY VISIT FILE ENTRY: DEC 04, 1997@08:00
 CHECK OUT PROCESS COMPLETION: DEC 11, 1997@10:29
 ORIGINATING PROCESS TYPE: APPOINTMENT EXTENDED REFERENCE: 1
 APPOINTMENT TYPE: REGULAR MEDICAL CENTER DIVISION: ALBANY
 STATUS: CHECKED OUT ELIGIBILITY OF ENCOUNTER: 0
 UNIQUE VISIT NUMBER: 11Q1-ALN

OUTPATIENT PROVIDER file info:

PROVIDER: KILMIRE,MIKE OUTPATIENT ENCOUNTER: DEC 04, 1997@08:00
 PROVIDER TYPE CODE: Physicians (M.D.) and Osteopaths (D.O.)

OUTPATIENT DIAGNOSIS file info:

DIAGNOSIS: 911.0 OUTPATIENT ENCOUNTER: DEC 04, 1997@08:00
 DIAGNOSIS RANKING: 1

TRANSMITTED OUTPATIENT ENCOUNTER info:

NUMBER: 549 OUTPATIENT ENCOUNTER: DEC 04, 1997@08:00
 TRANSMISSION REQUIRED: YES TRANSMISSION EVENT: EDIT
 DATE/TIME OF EVENT: DEC 11, 1997@10:37:08
 USER CAUSING EVENT: WILLIAMS,MARY

TRANSMITTED OUTPATIENT ENCOUNTER ERROR info:

Error Code: 7000 Encounter Eligibility code missing or invalid
 Error Code: 7030 Eligibility Code Inactive
 Error Code: 8100 Invalid means test indicator
 Error Code: B100 Missing or invalid Period of Service
 Error Code: B120 Period of Service is inactive.
 OUTPATIENT ENCOUNTER file "child" record #5207:

ACRP Reports Menu

Review of Scheduling/PCE/Problem List Data

Example

REVIEW OF SCHEDULING/PCE/PROBLEM LIST DATA

Patient: URBAN,JOE

SSN: 407-09-1234

Encounter date: DEC 4,1997

Date printed: JAN 16,1998@09:01

PAGE: 3

DATE: DEC 04, 1997@08:00

PATIENT: URBAN,JOE

CLINIC STOP CODE: GENERAL INTERNAL MEDICINE

LOCATION: CARDIOLOGY

VISIT FILE ENTRY: DEC 04, 1997@08:00

PARENT ENCOUNTER: DEC 04, 1997@08:00

CHECK OUT PROCESS COMPLETION: DEC 11, 1997@10:29

ORIGINATING PROCESS TYPE: STOP CODE ADDITION

EXTENDED REFERENCE: 1

APPOINTMENT TYPE: REGULAR

MEDICAL CENTER DIVISION: ALBANY

STATUS: CHECKED OUT

ELIGIBILITY OF ENCOUNTER: 0

UNIQUE VISIT NUMBER: 11Q1-ALN

----- *** VISIT TRACKING DATABASE *** -----

=> VISIT DATA --

VISIT file "parent" record #859:

VISIT/ADMIT DATE&TIME: DEC 04, 1997@08:00

DATE VISIT CREATED: DEC 11, 1997@10:28:44

TYPE: VA

PATIENT NAME: URBAN,JOE

LOC. OF ENCOUNTER: ALBANY

SERVICE CATEGORY: AMBULATORY

DSS ID: GENERAL INTERNAL MEDICINE

DEPENDENT ENTRY COUNT: 5

DATE LAST MODIFIED: DEC 11, 1997@10:34:13

HOSPITAL LOCATION: CARDIOLOGY

CREATED BY USER: WILLIAMS,MARY

OPTION USED TO CREATE: SDM

VISIT ID: 11Q1-ALN

PATIENT STATUS IN/OUT: OUT

ENCOUNTER TYPE: PRIMARY

PACKAGE: SCHEDULING

V PROVIDER file info:

PROVIDER: KILMIRE,MIKE

PATIENT NAME: URBAN,JOE

VISIT: DEC 04, 1997@08:00

PRIMARY/SECONDARY: PRIMARY

PERSON CLASS: Physicians (M.D.) and Osteopaths (D.O.)

AUDIT TRAIL: 13-A 1312;

PACKAGE: SCHEDULING

DATA SOURCE: PIMS

ACRP Reports Menu

Review of Scheduling/PCE/Problem List Data

Example

REVIEW OF SCHEDULING/PCE/PROBLEM LIST DATA

Patient: URBAN,JOE

SSN: 407-09-1234

Encounter date: DEC 4,1997

Date printed: JAN 16,1998@09:01

PAGE: 4

V POV file info:

POV: 911.0

PATIENT NAME: URBAN,JOE

VISIT: DEC 04, 1997@08:00

PROVIDER NARRATIVE: ABRASION OF TRUNK, WITHOUT MENTION OF INFECTION

PRIMARY/SECONDARY: PRIMARY

AUDIT TRAIL: 13-A 1312;

PACKAGE: SCHEDULING

DATA SOURCE: PIMS

V CPT file info:

CPT: 20000

PATIENT NAME: URBAN,JOE

VISIT: DEC 04, 1997@08:00

PROVIDER NARRATIVE: INCISION OF ABSCESS

QUANTITY: 1

AUDIT TRAIL: 13-A 1312;

PACKAGE: SCHEDULING

DATA SOURCE: PIMS

----- *** PATIENT PROBLEM LIST *** -----

No Problem List information found.

ACRP Reports Menu

Trend of Facility Uniques by 12 Month Date Ranges

Introduction

This option is used for trending facility outpatient uniques by overlapping 12 month date ranges for the past 5 years. You may run the report for one/many/all divisions. Output includes a count of uniques for each 12 month date range and displays a histogram that represents the volume of these uniques.

During the summer of 1998, a conversion will be performed that will change the Scheduling package databases. Among other things, it will remove the legacy files and programs related to the OPC generation and transmission process that preceded the current ACRP transmission methodology.

Until that conversion occurs, this report will derive data from the OPC file for activity dates prior to 10/1/96, and is based on records in the OUTPATIENT ENCOUNTER file with *checked-out* status for activity dates after 9/30/96. Data in the OPC file may not be available if the site has utilized the Scheduling package purge functionality.

Following the conversion, this report will derive its counts of uniques for the entire five year date range from OUTPATIENT ENCOUNTER records that have a *checked- out* status.

Example

Division prompts will only appear at multi-divisional facilities.

For Medical Center division: ALL// **Albany** 500

Select another division: **<RET>**

This report requires 132 column output.

DEVICE: HOME// **A100** RIGHT MARGIN: 132// **<RET>**

DO YOU WANT YOUR OUTPUT QUEUED? NO// **Y** (YES)

Requested Start Time: NOW// **<RET>** (JAN 16,1998@09:22)

ACRP Reports Menu

Trend of Facility Uniques by 12 Month Date Ranges

Example

```
-----
<*>  TREND OF FACILITY UNiques BY 12 MONTH DATE RANGES  <*>
      FOR MEDICAL CENTER DIVISION: ALBANY
-----
Date printed: JAN 16,1998@10:01                               Page: 1
-----
```

```
12 mo. date range Uniques | Histogram (each "*" equals 10 uniques)
```

```
-----
01/93 thru 12/93          30 | ***
02/93 thru 01/94          42 | ****
03/93 thru 02/94          45 | ****
04/93 thru 03/94          52 | *****
05/93 thru 04/94          60 | *****
06/93 thru 05/94          69 | *****
07/93 thru 06/94          89 | *****
08/93 thru 07/94          90 | *****
09/93 thru 08/94          99 | *****
10/93 thru 09/94         107 | *****
11/93 thru 10/94         105 | *****
12/93 thru 11/94         102 | *****
01/94 thru 12/94         102 | *****
02/94 thru 01/95          91 | *****
03/94 thru 02/95          91 | *****
04/94 thru 03/95          84 | *****
05/94 thru 04/95          82 | *****
06/94 thru 05/95          78 | *****
07/94 thru 06/95          61 | *****
08/94 thru 07/95          60 | *****
09/94 thru 08/95          59 | *****
10/94 thru 09/95          53 | *****
11/94 thru 10/95          56 | *****
12/94 thru 11/95          50 | *****
01/95 thru 12/95          50 | *****
02/95 thru 01/96          52 | *****
03/95 thru 02/96          54 | *****
04/95 thru 03/96          54 | *****
05/95 thru 04/96          50 | *****
-----
```

ACRP Reports Menu

Trend of Facility Uniques by 12 Month Date Ranges

Example

```
-----
<*>  TREND OF FACILITY UNiques BY 12 MONTH DATE RANGES  <*>
      FOR MEDICAL CENTER DIVISION: ALBANY
-----
Date printed: JAN 16,1998@10:01                               Page:  2
-----
```

12 mo. date range	Uniques	Histogram (each "*" equals 10 uniques)
06/95 thru 05/96	47	****
07/95 thru 06/96	44	****
08/95 thru 07/96	43	****
09/95 thru 08/96	41	****
10/95 thru 09/96	41	****
11/95 thru 10/96	38	***
12/95 thru 11/96	37	***
01/96 thru 12/96	38	***
02/96 thru 01/97	35	***
03/96 thru 02/97	33	***
04/96 thru 03/97	33	***
05/96 thru 04/97	32	***
06/96 thru 05/97	33	***
07/96 thru 06/97	37	***
08/96 thru 07/97	42	****
09/96 thru 08/97	47	****
10/96 thru 09/97	53	*****
11/96 thru 10/97	50	*****
12/96 thru 11/97	53	*****

Counts of uniques prior to 10/01/96 are based on OPC file records, counts of uniques after 10/01/96 are based on OUTPATIENT ENCOUNTER file records with a status of 'checked out'. This excludes any 'action required' activity.

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